



STATE OF TENNESSEE
Department of Veterans Services
REQUEST FOR INFORMATION # 32300-01001
Amendment # 1

FOR
VETERAN SERVICES COORDINATION AND CLAIMS MANAGEMENT SYSTEM

DATE: AUGUST 2, 2023

RFI # 32300-01001 IS AMENDED AS FOLLOWS:

1. This RFI Schedule of Events updates and confirms scheduled RFI dates. Any event, time, or date containing revised or new text is highlighted.

EVENT		TIME (Central Time Zone)	DATE (all dates are State business days)
1.	RFI Issued		July 5, 2023
2.	Written Questions and Comment Deadline	4:30 PM	July 19, 2023
3.	State Responds to Questions and Comment	12:00 PM	August 2, 2023
4.	RFI Response Deadline	4:30 PM	August 30, 2023

2. State responses to questions and comments in the table below to amend and clarify this RFI.

Any restatement of RFI text in the Question / Comment column shall NOT be construed as a change in the actual working of the RFI document.

Question	Vendor Question / Comment	State Response
1	Is there any timeline guidance on the delivery of this solution? Specifically, are there business drivers that require the solution to be delivered in X months, starting, and ending on the following dates?	The Tennessee Department of Veterans Services aims to have the proposed solution fully implemented by April 1, 2025. Our current month is July 2023, giving us a rough timeline of about 20 months for the procurement, development, and implementation processes. This timeline is, however, tentative. We are using this RFI to better understand the funding and resources needed for this project, which will help us finalize a more precise timeline.
2	Are there any current state technologies that are listed in the RFI that DVS is not open to replacing as part of the proposed solution? We would exclude VA Software Solutions (BOSS & MOTR) from consideration in this question, as these are national VA systems that would not be in scope, except for integration.	The Tennessee Department of Veterans Services is open to replacing any current technologies as part of the proposed solution, except for the Office 365 Suite, which is used extensively for email, Word, PowerPoint, and Excel. Otherwise, all other systems and technologies are potentially replaceable as part of this project.
3	What is the anticipated number of users for the new Veteran Services Coordination and Claims Management System?	The anticipated number of users for the new Veteran Services Coordination and Claims Management System is between 200 and 225.
4	If this RFI greenlights a solicitation, what is the estimated timeframe for procurement?	It is the intent that the responses to this RFI lead to a full solicitation or a sole source contract designation, the timeline for procurement would be largely contingent upon several factors. These include the evaluation of the RFI responses, development of the formal Request for Proposal (RFP) or the necessary documentation for a sole source contract, and subsequent evaluations. While a precise timeframe is challenging to pinpoint at this juncture, typically, the process could extend over several months from the decision to proceed with a solicitation to the final contract award.
5	Is there a vendor currently providing these services? If so, how may I obtain copies of any incumbent contract documents?	Yes, the current vendor providing the Benefit claims system is VetraSpec, owned by TylerTech. Access to their contract documents may be requested through an open records request, according to Tennessee's open records laws. However, please note that certain contracts, particularly those involving technology, may be restricted due to proprietary or security reasons. Nonetheless, we encourage interested parties to explore this option via the appropriate legal and

		administrative channels.
6	Is there an estimated/maximum contract value the department intends on awarding for this service?	The department has an initial budget of \$1,050,000 for this project. However, the department is open to seeking additional funding if necessary to procure a system that will adequately meet all of the requested services.
7	Are we required to have a current business registration in Tennessee to respond to this RFI?	No, it is not required to have a business registered in the state of Tennessee to respond to this RFI.
8	What other registrations need to be completed to view and respond to solicitations for the State of Tennessee?	All requirements will be explicitly listed in any subsequent solicitation.
9	Please clarify what you consider customer relationship management and knowledge management functionalities. How do you currently manage these?	<p>In the context of this RFI, Customer Relationship Management (CRM) functionalities would refer to tools and features that allow TDVS to manage and analyze interactions and data throughout the veteran's lifecycle, with the goal of improving relationships, assisting in customer retention, and driving service engagement. This functionality would include managing contact information, tracking interactions and services used, and providing reporting and analytics.</p> <p>Knowledge Management functionalities would refer to systems or features that enable the organization to effectively create, share, use, and manage the knowledge and information within TDVS. This could include document management, content management, collaboration tools, and potentially AI-powered search and insight tools to help staff quickly find and use relevant knowledge and information.</p>
10	Please clarify what you consider a Veteran Services Coordination platform, what does this platform do, what functionalities does it entail?	<p>The Veteran Services Coordination platform would be a comprehensive system designed to streamline the connection between active service members, veterans, their families, and other military-connected individuals with the social service organizations that can serve their needs. It should facilitate the efficient discovery and use of resources, directly connecting users to service providers for professional and personal assistance.</p> <p>This platform should be dynamic and adaptable, with the ability to evolve and improve over time. It should focus on collective impact, delivering maximum benefit to the communities that veterans return to. It should move beyond the outdated model of siloed services and instead</p>

		create pathways for veterans to access resources based on their specific needs and requests.
11	Please clarify what "centralized resource access" is and what you define as customized support?	<p>"Centralized resource access" refers to a system where all necessary resources are available in a single, centralized location. This would mean a single platform where veterans, active service members, and their families can find and access all the services, benefits, and resources they need.</p> <p>"Customized support" refers to a system or service that is tailored to the individual needs of the user. Rather than offering a one-size-fits-all solution, customized support would provide a personalized, user-centered experience that best serves the unique needs of each veteran or service member.</p>
12	What is the client's desired timeline for transitioning to a new software application (please include estimated desired launch date)?	The Tennessee Department of Veterans Services aims to have the proposed solution fully implemented by April 1, 2025. Our current month is July 2023, giving us a rough timeline of about 20 months for the procurement, development, and implementation processes. This timeline is, however, tentative. We are using this RFI to better understand the funding and resources needed for this project, which will help us finalize a more precise timeline.
13	Would the client possibly be open to a phased approach, namely, starting with an off-the-shelf-solution and implementing customized features post switch over as they are developed?	Yes, the Tennessee Department of Veterans Services is open to a phased approach to implementation. This could include starting with an off-the-shelf solution and adding custom features over time, if there is a clear and feasible roadmap for the development and addition of these features.
14	Would the client be open to building a fully custom Veteran Services solution that encompasses all stated objectives regarding: Veteran Benefits; Scheduling and calendaring; Client feedback and interactivity; Cemetery Management; Custom forms; Custom report capabilities.	Yes.

15	Development Approach: Could you please clarify if the tender allows companies to propose the development of the solution from the ground up? We would like to understand if DVS is open to receiving proposals for custom-built solutions tailored to your specific needs, or if you have a preference for solutions based on existing software products.	Yes.
16	Pricing Model: Does DVS exclusively work on a fixed-price model for contracts, or are you open to considering projects based on a time and material pricing model? Understanding your preferred pricing approach would help us structure our proposal accordingly.	While a fixed-price model is preferred for contracts, the Tennessee Department of Veterans Services will determine the most suitable pricing model based on the responses to this RFI. The chosen approach will be clearly specified in the subsequent Request for Proposal (RFP).
17	Legal Restrictions on Location: Are there any legal restrictions or specific requirements regarding the physical location of developers who would be working on the project? As an outsourced software development company, our team is based in Georgia, but we want to ensure compliance with any location-related guidelines or preferences.	All requirements will be explicitly listed in any subsequent solicitation.
18	Data Security Standards: Could you please provide information on the data security standards that DVS applies to its services? We understand the importance of maintaining data confidentiality and would like to ensure that our proposed solution aligns with your security requirements. If there are any specific security protocols, certifications, or compliance standards that we need to consider, kindly provide the necessary details.	All requirements will be explicitly listed in any subsequent solicitation.

19	Experience Requirements: Is prior experience in the specific field of Veterans Services coordination a mandatory requirement for participating in the tender? We want to ascertain if companies without previous experience in this domain are eligible to submit proposals. Understanding your expectations regarding prior experience would help us better gauge our suitability for the project.	Prior experience in the specific field of Veterans Services coordination is not a mandatory requirement for participating in the tender unless specifically stated in the response. Companies without previous experience in this domain are eligible to submit proposals.
20	What would be the estimated total number of internal users that would require access to the solution? Could you please provide the total number of users, and not just the number of users accessing the system at any one time?	The anticipated number of users for the new Veteran Services Coordination and Claims Management System is between 200 and 225.
21	What is the volume of external users (constituents/customers/providers) that would be accessing the solutions on a monthly basis? Could you please provide the total number of users, and not just the number of users accessing the system at any one time?	While we do not have exact data currently, based on the veteran population in Tennessee and average utilization rates, we estimate that the number of external users accessing the system on a monthly basis could be in the range of 15,000 to 30,000. This is a rough estimate and the actual number could be higher or lower depending on a variety of factors.
22	2.2.5 Filenet - What benefit does this provide overusing the current claims management system document upload feature?	Historically, the IT needs of the Tennessee Department of Veterans Services (DVS) have been addressed on an 'as needed' basis, with individual service delivery sections selecting or developing IT systems to meet their specific needs. This approach was taken rather than considering the needs of the agency as a whole. Consequently, Filenet was utilized as a document repository for cemetery records, while the existing claims management system was used as a document repository for claims-related records.
23	2.3 - Is the state open to multiple integrated sites, or is DVS looking for one system to implement all of the subpoints in this section?	The Tennessee Department of Veterans Services is open to both approaches.

24	2.3.9 - It unclear if there is workflow/functionality required for this, or if the state is looking for a document repository to upload the documents listed. Could DVS provide clarification?	In reference to section 2.3.9 of the RFI, the Tennessee Department of Veterans Services requires a system that can effectively manage the documents listed, from their initial upload through the entire lifecycle of the document. This includes storage, retrieval, archiving, and deletion. The system should also support the workflows associated with these documents, allowing for efficient routing, review, approval, and other process steps as necessary. The goal is to have a comprehensive document management system that integrates seamlessly with the workflow, promoting efficiency, transparency, and collaboration
25	2.4.1 - Would these resources be derived from the US DVA only, or is the intent to also include state and local resources?	The Tennessee Department of Veterans Services aims to create an all-encompassing resource hub through the system specified in section 2.4.1 of the RFI. We intend to incorporate resources not just from the US Department of Veterans Affairs, but also from a broad range of sources. This includes state and local government entities, non-profit organizations, and educational institutions among others. The goal is to ensure that veterans and their families have convenient access to a comprehensive suite of resources, regardless of the source, thereby maximizing the support and opportunities available to them.
26	Section 2.4. RFI. Who do you envision to be the users of the Veteran Services Coordination Platform?	<p>The intended users of the Veteran Services Coordination Platform are veterans, their families, and the organizations that serve them. The system is envisioned to be a critical resource for veterans transitioning to civilian life. Veterans often face unique challenges during this transition period, and having a centralized platform that provides access to a range of services can greatly facilitate their journey.</p> <p>Additionally, organizations that serve veterans can use this platform to streamline their services and ensure they are effectively reaching those in need. Ultimately, the platform aims to bridge the gap between military and civilian life, fostering a community of support and empowerment.</p>
27	Section 2.1. RFI. Does the State have a total budget established for this work?	The department has an initial budget of \$1,050,000 for this project. However, the department is open to seeking additional funding if necessary to procure a system that will adequately meet all of the requested services.

28	Section 2.1. RFI. Does the State have a projected release date for the RFP?	The projected release date for the Request for Proposal (RFP) is contingent upon several factors, including the responses to this RFI and the subsequent development of the RFP.
29	Section 2.4.3. RFI. What other government agencies will be involved in the Veteran Services Coordination Platform as 'External Organizations?'	External government agencies could include other state agencies, federal entities, and local government bodies.
30	What is the budget for this project?	The department has an initial budget of \$1,050,000 for this project. However, the department is open to seeking additional funding if necessary to procure a system that will adequately meet all of the requested services.
31	How many total named users will be using the software?	The anticipated number of users for the new Veteran Services Coordination and Claims Management System is between 200 and 225.
32	Will all questions and answers from all vendors be shared?	Yes.
33	Does DVS wish to replace Tyler Technologies (VetraSpec) with the new system?	Yes, the department is open to replacing existing systems if a proposed solution better meets our requirements.
34	Does the DVS wish to replace Gravesite Locator and the Excel document to track interments?	Yes, the Tennessee Department of Veterans Services is looking for a comprehensive solution that can manage all our requirements.
35	Does the DVS wish to continue to use Web-Based Legal and Medical Reference Resources, VA Software Solutions, ServiceNow, FileNet, FormStack, Appointlet, Direct Upload and integrate those into the new system? For each, what the functional and technical requirements?	For the new system, the department is seeking a solution that can encompass all of these functionalities. While the specific functional and technical requirements may vary, the general goal is to have a unified system that can manage all these tasks efficiently and effectively. The system should be able to integrate or replace these existing tools to streamline the department's operations.
36	Will the system be hosted on premise or in the cloud?	The Tennessee Department of Veterans Services prefers a cloud-based solution for the new system. However, we remain open to other options if they can provide a superior solution to meet our needs and requirements. Our aim is to find the best solution available.
37	For cloud solutions does the DVS have a preferred cloud environment such as AWS GovCloud or Microsoft Azure Government?	No.
38	Have you evaluated or viewed any other vendor's products? If yes, please provide details.	Yes.

39	Will preference be given to browser-based applications?	The Tennessee Department of Veterans Services open to all systems.
40	Are solutions that utilize VDI technology (Citrix, RDP, Vmware View) acceptable?	Yes.
41	Will any users be accessing the system via VPN, If yes, please provide technical requirements.	The Tennessee Department of Veterans Services is open to a variety of solutions, including those that might require VPN access. However, it is essential to note that a substantial portion of our users work for the counties and may encounter difficulties accessing the system via the state's VPN. Therefore, any proposed solution should ideally be accessible without the need for VPN or provide an alternative, secure access method that accommodates our diverse user base. This consideration is paramount in ensuring the seamless operation of our services across different user scenarios.
42	If planning on migrating data to the new system what sample data, record layouts, schema, ERD, etc. is available for analysis?	The Tennessee Department of Veterans Services does contemplate migrating data. TDVS suggests vendors provide details regarding information needed for development in responses to this RFI.
43	What is the desired timeframe for implementation?	The Tennessee Department of Veterans Services aims to have the new system fully implemented by April 1, 2025.
44	Will any consultants be assisting with product selection or implementation? If a consultant is involved, please identify them. If assisting with the implementation, what systems have they had experience with in the past?	The Tennessee Department of Veterans Services is not currently utilizing any external consultants for product selection or implementation for this project.
45	What email and calendaring client is currently being used and will DVS require integration?	The Tennessee Department of Veterans Services currently uses Microsoft Office 365 for its email and calendaring needs, specifically through the Outlook application. We would require integration of these services into the new system to ensure seamless workflow and communication for our staff.
46	What other systems will be integrated into the new case management system? For each provide functional and technical requirements.	The Tennessee Department of Veterans Services is open to a wide range of integrations with the new case management system. The specific systems for integration, along with their functional and technical requirements, will depend on the solutions proposed in response to this RFI.

47	What is being used for file room/records management to track physical paper-based files? Is the desire to replace or integrate with it?	The Tennessee Department of Veterans Services does not currently maintain physical paper-based files for records management. TDVS is seeking a solution that enhances our digital record keeping, management, and access.
48	What is the project budget and ideal timeline for implementation? Is 6 months to a year a reasonable timeframe?	The current project budget is approximately \$1,050,000, although the department is willing to seek additional funding if needed to procure a system that will provide all services requested. Our ideal timeline for implementation is by April 1, 2025. The vendor's proposed timeline for implementation will be evaluated based on their capabilities and the complexity of the project.
49	Do you want vendors to respond with their own pieces of the solution? Or would you like organizations to propose joint partnerships as part of the RFI response?	Vendors have the flexibility to respond either individually or in joint partnerships with other groups.
50	Will you allow for development time and cost between partners as part of the proposal to ensure the whole solution meets your needs?	The Tennessee Department of Veterans Services is open to considering proposals that include development time and cost between partners.
51	Does the vendor need to go through a credentialing process to access the federal databases described in the RFI? What are the security compliance requirements we need to meet prior to commencing work? ISO, FEDRAMP, SOC 2, etc?	<p>The Tennessee Department of Veterans Services adheres to all federal and state regulations for data access and security. Vendors who are granted access to federal databases would need to comply with all relevant laws and guidelines. This may include credentialing processes required by the custodians of the federal databases in question.</p> <p>In terms of security compliance, vendors should adhere to industry best practices and standards. This could potentially include ISO 27001 for information security management, FedRAMP for cloud products and services, and SOC 2 for service organizations. However, the specific requirements would be defined as part of the contract negotiation process and would be dependent on the specifics of the solution proposed.</p>
52	Can a portion of the award be sub-granted to existing Tennessee-based veteran organizations with a history of excellent performance?	The Tennessee Department of Veterans Services is primarily focused on procuring a system that meets the objectives outlined in our proposal. If a vendor believes that collaborating or sub-granting a portion of the award to existing Tennessee-based veteran organizations would help achieve these goals, we are open to considering such arrangements. However, any such collaborations should be clearly defined and justified in the

		vendor's proposal.
53	Re: Question 6 - Can you provide more information about the type of services you plan to provide with the APIs for the VA Claims process? Is your process fully encompassed in these APIs or are there additional integrations or functionalities required on top of the APIs?	The Tennessee Department of Veterans Services plans to utilize the VA's Lighthouse API and the Direct to Digital (D2D) API for the VA claims process. These APIs will serve as the foundation for the services we plan to provide. However, we recognize that our system may need to grow and evolve over time. Therefore, we're seeking a solution that is flexible and can accommodate potential future integrations or functionalities beyond these initial APIs
54	What features would be most important to you in the interoperability of the case management and claims management systems?	<p>When considering the interoperability of the case management and claims management systems, the following features are of utmost importance:</p> <ol style="list-style-type: none"> 1. Seamless data sharing: We require an infrastructure that facilitates smooth and automatic data flow between systems, eliminating the need for manual data entry or reconciliation. This will not only improve efficiency but also reduce the potential for errors. 2. Real-time data access: Any changes or updates made in one system should instantly reflect in the other, providing users with the most accurate, real-time information. 3. Security: We place a high priority on data security. The systems should include robust safeguards to protect sensitive information during data exchange. 4. Scalability: The interoperability solution should be scalable to accommodate future growth and changes in the system. 5. Compliance: Any data sharing should adhere to relevant regulations and standards to ensure legal compliance. 6. User-friendly interface: The transition between systems should be seamless and intuitive from a user's perspective, with easy-to-use interfaces that facilitate navigation between systems. <p>In essence, we're seeking an interoperability solution that enhances efficiency, fosters real-time communication, ensures data security, scales with</p>

		our needs, maintains compliance, and provides an intuitive user experience.
55	What are your current user satisfaction questions?	<p>Our current user satisfaction survey consists of nine questions aimed at gathering feedback about the user's overall experience with the Tennessee Department of Veterans Services. The survey questions are as follows:</p> <ol style="list-style-type: none"> 1. I was treated with courtesy and respect by the Tennessee Department of Veterans Services staff. (Strongly disagree to Strongly agree) 2. Do you feel that the Tennessee Department of Veterans Services staff were knowledgeable and/or willing to seek out information? (Strongly disagree to Strongly agree) 3. How satisfied are you with the response times of the Tennessee Department of Veterans Services staff? (Very unsatisfied to Very satisfied) 4. How satisfied are you with your overall experience with the Tennessee Department of Veterans Services? (Very unsatisfied to Very satisfied) 5. How likely are you to recommend the Tennessee Department of Veterans Services to a friend or colleague? (Very unlikely to Very likely) 6. What was your reason for contacting the Tennessee Department of Veterans Services? (Open-ended) 7. How did you hear about us? (Multiple options and open-ended) Additional comments about your experience or suggestions on how we may improve our services may be entered here. (Open-ended) 8. Would you like a representative to contact you? If your answer is yes, please fill in the fields below. If your answer is no, please leave this question blank. (Contact details) <p>The feedback received from this survey helps us to continuously improve and adapt our services to best meet the needs of our users.</p>

56	Cemetery Benefits & Registration - how do you currently group a veteran and their dependents as independent but connected clients?	Currently, the Tennessee Department of Veterans Services does not have a system in place that groups veterans and their dependents as independent but connected clients.
57	Burial Assignments - How many client records do we need to migrate? May we have an anonymized data sample of a contact record? Who needs access to this information? What are your current security practices around access to this information?	The specifics of data migration, access controls, and security practices will be further defined during the procurement process and in the contract negotiations with the selected vendor.
58	If an organization has the capability to build a part of the solution that currently doesn't exist within their portfolio, can we have access to the necessary department to collect requirements and scope the proposed build timeline? I.e Cemetery Operations	<p>The Department of Veterans Services is willing to work closely with vendors who demonstrate a clear capability to build parts of the solution that are not currently within their portfolio. We can provide access to necessary departments and stakeholders to collect requirements and help scope the proposed build timeline.</p> <p>However, all interactions and information exchanges would be subject to compliance with state procurement laws and regulations, as well as the department's policies on confidentiality and data privacy.</p>
59	What sensitive veteran information do you collect? Please provide the data taxonomy of your SPII.	<p>The Department of Veterans Services collects a variety of sensitive information from veterans in order to provide our services. This includes, but is not limited to, full names, social security numbers, service records, medical records, and financial information. The specific structure and categorization can vary depending on the specific service being provided. However, we typically categorize sensitive personally identifiable information (SPII) into the following broad categories:</p> <p>Personal Identification Information: Includes full name, social security number, and date of birth.</p> <p>Service Records: Includes details of military service such as dates of service, branch, and discharge status.</p> <p>Medical Records: Includes health information related to the veteran's service and any resulting conditions or disabilities.</p> <p>Financial Information: Includes income, assets, and other financial details necessary for benefits determination. Please note that all sensitive information collected is subject to strict data handling and privacy protocols in accordance with federal and state laws and regulations, including but not limited to the Privacy Act of 1974 and the Health Insurance Portability and Accountability Act</p>

		(HIPAA). Additionally, any system we implement will need to comply with these same laws and regulations, and will require rigorous security measures to protect this sensitive information-
60	Do you have an internal training officer that you want us to train as a subject matter expert, or do you want us to perform this service directly?	Yes, the Tennessee Department of Veterans Services does have dedicated staff members who handle training. We prefer a "train the trainer" approach, where your team would train our internal experts, who would then disseminate the knowledge to the rest of our team. However, we would also be open to direct training from your team, depending on the complexity of the system and the training requirements. Our primary goal is to ensure effective and efficient knowledge transfer that enables our team to utilize the new system to its fullest potential. We are flexible and willing to work with the chosen vendor to determine the most effective training strategy.
61	Do you have a CTO, or director of technology that works for your office?	No. Tennessee Department of Veterans Services leadership and staff work closely with the State's central IT department for our technology needs.
62	Re: Ownership & Architecture - Will you consider solutions that are operated on Continuous integration (SaaS partnership) vs. full architectural handover?	Yes.
63	Combined Arms proposes to grant a perpetual intellectual property license to the solution. Combined Arms does not expect to transfer intellectual property ownership. The solution will include core components of Combined Arms' platform and if Combined Arms transferred ownership, it would no longer be able to offer its platform to others. Specifically, Combined Arms proposes the following revisions (<u>underlined italics</u> means insertion). Is this acceptable?	The specifics of any agreement would be discussed and finalized during the contract negotiation stage to ensure that it aligns with our needs, objectives, and legal guidelines.
64	Have you evaluated the ServiceNow platform and its capabilities? If so, which products within ServiceNow have you evaluated (e.g., ITSM, CSM, SAM Pro, HAM, SecOps, GRC)	The Tennessee Department of Veterans Services has not formally evaluated the ServiceNow platform for this specific project.

65	Is there an incumbent currently providing these services?	No. There is not one system that provides all these services. The Tennessee Department of Veterans Services currently uses several systems outlined in the RFI.
66	Have you met with ServiceNow regarding your requirements?	No.
67	Have you met with other ServiceNow partners regarding your requirements?	No, we have not specifically met with other ServiceNow partners regarding our requirements. As part of the RFI process, we are open to exploring solutions from all vendors, including those who are partners with ServiceNow. Our goal is to find the most suitable solution that meets our department's needs.
68	Have you met with other product vendors to assess the suitability of those products for your requirements?	Yes.
69	Are you able to share a budget you are working within to accomplish the objectives of this opportunity?	The Tennessee Department of Veterans Services has a current budget of approximately \$1,050,000 allocated for this project. However, the final budget allocation will be determined based on the responses to this RFI and the subsequent development of a Request for Proposal (RFP).
70	What is an average month's volume of State of TN DVS Benefits claims/inquiries?	On average, the Tennessee Department of Veterans Services processes approximately 1500 to 2000 benefits claims and inquiries each month. This volume can vary based on several factors, including seasonal trends, policy changes, and other external factors. It is important to us that the system we procure can handle this volume of work efficiently and accurately.
71	What is an average month's volume of State of TN DVS Cemetery appointments/inquiries?	The Tennessee Department of Veterans Services handles an average of 300 to 500 cemetery appointments and inquiries each month. As with claims, this volume can fluctuate based on various factors. It's vital for us that the new system be able to manage this level of workload efficiently, while ensuring accuracy and attention to detail.
72	What is an average month's volume of State of TN DVS Appeals and Accreditation claims/inquiries?	The Tennessee Department of Veterans Services handles approximately 100 appeals and accreditation claims and inquiries each month. It's critical that the new system can manage this volume effectively, ensuring that each appeal is processed accurately and in a timely manner. This will help us maintain high levels of customer satisfaction and meet our commitment to serving our veterans.

73	What other volume data are you able to provide regarding all the metrics mentioned in the RFP?	In addition to the specific volume metrics provided, it's important to note that Tennessee is home to approximately 450,000 veterans. While not all these individuals will utilize our services in a given month, the system should be robust enough to handle fluctuations in volume and potentially serve this entire population. This could include peaks around specific events, dates, or campaigns, or a growth in usage over time as more veterans become aware of the services we offer. The system should be scalable and adaptable to handle these variations in volume.
74	Does BOSS have a REST API?	No.
75	What other tools do we need to integrate with (e.g. FormStack)? Which of those have REST APIs?	Currently, the main tool that the Tennessee Department of Veterans Services uses and would need to integrate with is Microsoft Office 365. Office 365 does provide APIs that use RESTful operations, making integration possible. As for other tools, it largely depends on the specific functionalities and requirements that will be identified in the process of developing the new system. If additional tools are identified that need to be integrated, the department will seek to confirm whether they have available REST APIs. As always, any integration must maintain the highest levels of data security and privacy, adhering to all relevant regulations and standards.
76	2.3.1. What benefits does this include? Which processes are required to be handled by the new system?	<p>The benefits referred to in the RFI include a wide range of support services and resources available to veterans and their families. These could encompass healthcare benefits, education and training benefits, disability compensation, pension, home loans, life insurance, vocational rehabilitation and employment, burial, and memorial benefits, among others. The new system will need to handle several processes associated with these benefits. Specifically, it should:</p> <ul style="list-style-type: none"> • Provide a seamless interface for veterans and their families to access information about these benefits. • Enable the efficient submission and tracking of benefits claims. • Allow the department staff to manage, monitor, and report on the status of these claims. • Support the digital management and storage of necessary documents. • Offer a platform for communication and

		<p>collaboration between the department and the veterans they serve.</p> <ul style="list-style-type: none"> • Be scalable and flexible to accommodate the addition of new benefits and changes to existing ones. • Ensure the highest level of data security and privacy, in line with relevant regulations and standards. <p>The exact list of processes would be further refined and specified in the next stages of the procurement process, based on the specific needs of the department and the capabilities of the proposed solutions.</p>
77	2.3.2. Are there any FedRAMP certification requirements? What type of integrations are required and to which systems to complete the electronic submittals?	<p>While the RFI does not specifically state that FedRAMP certification is required, it's worth noting that as a state department handling sensitive information, we adhere to high standards for data security and privacy. If the proposed solution will involve cloud services, we will look favorably on vendors who have FedRAMP certification or equivalent, as it demonstrates a strong commitment to security controls and risk management practices.</p> <p>As for integrations, the new system should be capable of interacting with existing systems and databases used by the department, including our Office 365 suite. The system should also be designed to be interoperable with the VA systems, primarily through APIs like Lighthouse and VA's Digit to Digits (D2D). This will allow for seamless and efficient electronic submittals of claims and other required documents. Additionally, we anticipate needing to interface with other systems used by the service providers in our network, so the proposed solution should be flexible and capable of supporting multiple types of integrations.</p>

78	2.3.3. Does this include 3rd party data to be added to the dashboard as well?	Yes, the dashboard should be capable of integrating and displaying data from both internal systems and external sources. This includes data from 3rd party sources such as service providers in our network, federal, state, and local government entities, and other relevant sources. The ability to pull in and display data from these sources on the dashboard is crucial for providing a comprehensive view of the services, resources, and support available to veterans and their families. The dashboard should also be designed with flexibility and scalability in mind to accommodate future data sources that may be identified.
79	2.3.5. Would this be replacing Service Now?	If the proposed system offers the same or enhanced functionalities that we currently get from ServiceNow, and it integrates seamlessly with the other functionalities we require, we are open to replacing ServiceNow. The primary aim of this initiative is to achieve consolidated, efficient, and streamlined operations. If the proposed solution is found to be more effective and beneficial for our department's operations, we would consider replacing ServiceNow.
80	2.3.6. Do you currently have existing tools for remote signature and document capture today?	Yes, the Tennessee Department of Veterans Services currently uses Formstack for remote signature and document capture.
81	2.3.7. Please elaborate as to what information would be included in the Safety Reports.	<p>The safety reports for Cemetery Operations includes monthly reporting on the following subject matters:</p> <ol style="list-style-type: none"> 1. Fire Extinguisher Inspection, 2. Safety inspection of the Administration, Maintenance, Committal Buildings, and Grounds of each cemetery, 3. Monthly Personal Protective Equipment Inspection, 4. Safety Incident Reporting and Summary, 5. Employee Injury or Vehicle and Equipment Damage/Accident Reporting, 6. Monthly Safety Training, and 7. Safety Officer and Cemetery Director Comments. <p>There are also a yearly and quarterly Safety Training reporting requirements. Some of the topics include Blood Borne Pathogens, MSDS, and Hazard Communications.</p>

82	2.3.9. Do you currently have a document manager system in place, if so are you looking to replace it or have the new system integrate to it.	Yes, the Tennessee Department of Veterans Services currently uses IBM FileNet as a document manager system for our cemetery operations and Microsoft SharePoint for both benefits and appeals. We are open to either replacing these systems or integrating a new system with them.
83	2.3.11. Do you currently have an existing survey system, if so does it have an API available?	Yes, the Tennessee Department of Veterans Services currently uses SurveyMonkey for external surveys. SurveyMonkey does provide an API, which allows for integration with other systems. We would be open to maintaining our use of SurveyMonkey if it can be effectively integrated with the new system, or alternatively, we would consider switching to a different survey tool if the new system provides a superior alternative. Our primary aim is to ensure efficient, seamless operations, and excellent user experience for both our staff and the veterans we serve.
84	2.4.1. Is this beyond burial elements?	<p>Yes, the intent of this RFI is to procure a system that extends beyond just managing burial elements. We are seeking a comprehensive solution that can handle the entire gamut of services that the Tennessee Department of Veterans Services provides. This includes, but is not limited to, veteran benefits claims, appeals and accreditations, and cemetery operations.</p> <p>In addition, the system should facilitate seamless coordination between these different service areas and provide a unified experience for both our staff and the veterans we serve.</p>
85	2.4.3. Which organizations?	<p>The Tennessee Department of Veterans Services anticipates a wide range of organizations that would need to be integrated or coordinated with through the proposed system. Given the nature of our work, we interact with a variety of federal, state, and local government entities, as well as non-profit organizations, educational institutions, and healthcare providers, among others.</p> <p>However, the exact list of organizations would depend on the capabilities of the proposed system and the specific needs of our services at any given time. We encourage vendors to propose solutions that offer a high degree of flexibility and adaptability in terms of potential integrations. The ability to easily add or remove integrations as our needs evolve would be highly valued.</p>

86	2.4.4. What are the integration options available to integrate with the CMS?	<p>The Tennessee Department of Veterans Services does not currently have a predefined set of integration options for integration with a Claims Management System (CMS). We anticipate the specific options would largely depend on the proposed solution. We are open to a range of potential integration strategies, such as APIs, web services, data exchange formats, or direct database integration, among others.</p> <p>The proposed solution should be capable of integrating with a CMS in a secure and reliable manner, allowing for efficient data transfer and synchronization. The solution should also allow for flexibility and scalability in integration, to accommodate potential changes or additions in the future.</p> <p>Please note that any proposed integration strategy should adhere to all relevant federal and state regulations regarding data security and privacy. The protection of veterans' data is of utmost importance to us.</p>
87	1, Item 10 - Could we have an architecture, design, and description of Veteran Services Coordination Platform?	<p>The Tennessee Department of Veterans Services currently does not have a dedicated Veteran Services Coordination Platform. We are using a combination of various systems and manual processes to manage our services. This includes VetraSpec for benefits claims management, ServiceNow for customer inquiry management, and FileNet for cemetery records management, among others. These systems are not fully integrated and do not provide a holistic view of veteran services.</p> <p>Our vision for the new system is to have a unified platform that seamlessly integrates all aspects of veteran services, providing a comprehensive view of the veteran journey. This includes benefits claims, appeals and accreditation, cemetery operations, and support services. The system should facilitate efficient workflows, data management, and reporting, while also offering a user-friendly interface for both our team and the veterans we serve.</p> <p>The specific architecture and design of the new system will depend on the proposed solution and the technology stack it utilizes. As such, we are</p>

		looking forward to learning more about your proposed architecture, design, and functionality that will help us realize our vision for a comprehensive Veteran Services Coordination Platform.
88	1, Item 11 - How is 'customized support' defined?	<p>Customized support, as defined in the RFI, refers to a system that can tailor the resources and services available to each veteran based on their unique profiles, preferences, and needs. This means that the system should be intelligent enough to understand the individual requirements of each veteran and adapt its services accordingly.</p> <p>For example, if a veteran has specific medical needs related to their service, the system should be able to identify relevant medical benefits and resources. If a veteran expresses a preference for receiving communication via email, the system should prioritize email as a communication channel for that individual.</p> <p>In essence, customized support is about ensuring that each veteran receives assistance that is most relevant and useful to them, improving the overall effectiveness and efficiency of the services we provide. The ultimate goal is to deliver a personalized experience to each veteran, addressing their unique circumstances and needs in the most effective way possible.</p>
89	1, Item 12 - What is the complete list of anticipated external organizations?	<p>The RFI does not provide a complete list of anticipated external organizations. The goal is to build a system that is flexible enough to integrate with a variety of organizations. These could include federal, state, and local government entities, non-profit organizations, educational institutions, healthcare providers, and other entities that provide resources and services beneficial to veterans.</p> <p>The specific organizations would be determined based on the resources and services they offer, and how those align with the needs of the veterans we serve. It's important to note that the list of external organizations could evolve over time, as new partnerships are formed and new resources become available. Thus, the system should be designed with the capacity to easily add and integrate new organizations as needed.</p>

90	1, Item 13 - How is 'ensure interoperability' defined?	<p>In the context of the RFI, 'ensure interoperability' refers to the ability of the new system to seamlessly exchange data and information with other systems, both internal and external, without any manual intervention or workarounds. This includes but is not limited to the claims management system, and any other systems that the Tennessee Department of Veterans Services currently uses or may use in the future.</p> <p>Ensuring interoperability would involve creating robust APIs or leveraging existing APIs of these systems, using standard data formats for exchange, and making sure that the new system can adapt to changes in the other systems. It would also require a comprehensive understanding of the data structure, security protocols, and business logic of each system that the new platform would interact with.</p> <p>The ultimate goal is to create a streamlined, efficient, and effective process that enhances service delivery to the veterans and their families, while also reducing the workload and manual tasks for the staff.</p>
91	1, Item 15 - How is 'scalability and flexibility' defined?	<p>In the context of this RFI, 'scalability and flexibility' refer to the capacity of the proposed solution to adapt and expand in response to the evolving needs of the Tennessee Department of Veterans Services and the veterans it serves.</p> <ul style="list-style-type: none"> - Scalability involves the solution's ability to handle an increasing number of users, transactions, or data volume without compromising performance. This could include more veterans and families utilizing the services, more staff members accessing the system, or more data being processed and stored. - Flexibility refers to the system's ability to adapt to changes in processes, requirements, or functionalities. This could involve adding new features, modifying existing ones, integrating with new systems, or accommodating changes in regulatory requirements or veterans' needs. <p>The ideal solution will be robust enough to handle the department's current needs while also being agile and adaptable enough to meet future demands and changes.</p>

92	1, Item 16 & 18 - Could design and/or architecture documentation be provided on the listed applications?	<p>The Tennessee Department of Veterans Services does not currently have a unified system with centralized design and architecture documentation. The systems that are in use - like FileNet, SharePoint, and the claims management system - each have their own specific design and architecture, which are largely determined by the respective vendors and the configurations implemented by the department.</p> <p>Given the disparate nature of the current systems, it's difficult to provide comprehensive design and architecture documentation that would be relevant to the desired integrated solution. However, we will be happy to provide any specific information about the current systems that may be helpful in developing your response to this RFI, as long as that information can be shared in accordance with state and federal regulations, as well as the terms of our agreements with the respective vendors.</p>
93	1, Item 21 - Could design and/or architecture documentation be provided on the listed applications?	<p>As previously mentioned, the Tennessee Department of Veterans Services currently uses a range of systems and tools, each with their own specific design and architecture. These systems include FileNet, SharePoint, our claims management system, and more. Because of the diverse nature of these systems, we do not have a unified design or architecture documentation that covers all of them.</p> <p>That being said, we are open to providing specific information about our current systems to the extent that we can, considering state and federal regulations, and the terms of our agreements with the respective vendors. However, keep in mind that one of the objectives of this RFI is to transition to a more integrated, streamlined solution that may significantly differ from our current setup.</p>
94	1, Item 28 - What are the required disaster recovery/business continuity requirements? Is there an upgrade/update window into the production environment? If so, what would that be?	<p>The Tennessee Department of Veterans Services requires robust disaster recovery and business continuity plans to be a part of any proposed solution. This is to ensure that critical services for veterans and their families can be quickly restored in the event of a system failure or other disruptive event. The exact requirements for these plans would be detailed in the subsequent RFP, but at a high level, we expect rapid recovery times, minimal data loss, and clear procedures for</p>

		<p>restoring services.</p> <p>As for updates and upgrades, our preference is for these to be carried out during off-peak hours, in order to minimize disruption to our services. The specific window for updates would need to be determined in conjunction with the chosen vendor, taking into account the operational requirements of our department and the nature of the services we provide.</p>
95	2, Item 4 - Would any existing subscriptions, hardware, software, or other infrastructure be included of this upfront/recurring cost estimate?	<p>The Tennessee Department of Veterans Services currently uses several software subscriptions, hardware, and other infrastructure as a part of its service delivery. However, we are seeking a comprehensive solution that can integrate or replace these existing systems. Therefore, the cost estimates provided should reflect the total cost of the proposed solution, including any necessary integrations or replacements, and not assume the continuation of any current subscriptions or infrastructure. The goal is to have a full understanding of the investment required for the implementation and operation of the proposed solution.</p>
96	Does the State expect plan to convert historical records from the legacy system? If yes, can the Department provide details regarding the volume of records? In addition, if the department expects to convert historical records, will the department clean up the records prior to conversion?	<p>The Tennessee Department of Veterans Services does expect the migration of historical records from our legacy systems to the new solution. However, the precise volume of records to be migrated would depend on the specific systems being replaced and the extent of historical data within those systems. We would work closely with the chosen vendor to determine the specifics of the migration process, including data cleanup requirements. It's important to note that any cleanup of records would need to comply with all relevant data retention regulations and guidelines.</p>

95	Approx. How many external and internal (agency) users expected to use this new system/application	<p>The Tennessee Department of Veterans Services anticipates that the new system will be used by all department staff, which totals approximately 200 to 225 individuals. This includes staff across all divisions and levels of the department.</p> <p>In terms of external users, we estimate that the number of veterans accessing the system on a monthly basis could be in the range of 15,000 to 30,000. This estimate is based on the veteran population in Tennessee and average utilization rates. However, it's important to note that this is a rough estimate and the actual number could be higher or lower depending on a variety of factors, including the specific services they are seeking and their individual circumstances.</p> <p>The system should be designed to comfortably handle these anticipated user numbers and be capable of scaling up if required.</p>
96	Should proposed solution/application be supported on mobile (IOS/Android) devices for external users and or internal (agency) users?	<p>Yes, the proposed solution should be accessible and fully functional on both iOS and Android devices. We believe that providing mobile access is essential in today's digital age, as it allows for greater flexibility and convenience for both our staff and the veterans we serve. A mobile-friendly platform would enable veterans to access resources, submit claims, and request services at their convenience, no matter where they are. Similarly, our staff would be able to update records, respond to inquiries, and manage workflows on the go. This would enhance our ability to deliver efficient, responsive service and keep pace with the expectations of our tech-savvy user base.</p>
97	2.2.8 - Currently, is Microsoft Excel's spreadsheet (collected data) stored online? Or on users' desktop locally?	<p>The Tennessee Department of Veterans Services currently utilizes Microsoft Office 365, which includes cloud-based storage capabilities. Therefore, our Excel spreadsheets containing collected data are typically stored online in SharePoint, allowing for real-time collaboration and ensuring that all team members have access to the most up-to-date information. However, it should be noted that some users may occasionally download and work on files locally, depending on their specific workflow or task requirements. As such, any proposed system would ideally offer robust integration capabilities with Microsoft Office 365 and SharePoint to allow for seamless</p>

		data transfer and synchronization.
98	2023 - 2024 budget is around \$1M. Does the dept. expect additional funding to be appropriated or is this the complete budget for the project?	<p>The Tennessee Department of Veterans Services has allocated an initial budget of \$1,050,000 for the implementation of this project. This budget has been derived based on our current understanding of the project's scope and requirements and is intended to encompass the costs associated with system development, implementation, and the first year of operation.</p> <p>While this is the initial budget, we understand that the final cost of the project may vary depending on the specifics of the proposed solution, the responses to this RFI, and the subsequent negotiation and contracting process.</p>

3. **RFI Amendment Effective Date.** The revisions set forth herein shall be effective upon release. All other terms and conditions of this RFI not expressly amended herein shall remain in full force and effect.